



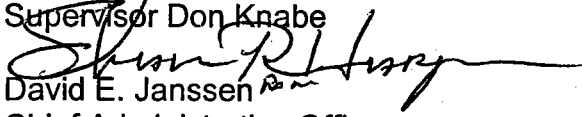
County of Los Angeles  
**CHIEF ADMINISTRATIVE OFFICE**

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DAVID E. JANSSEN  
Chief Administrative Officer

May 25, 2006

To: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From:   
David E. Janssen  
Chief Administrative Officer

Board of Supervisors  
GLORIA MOLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

**DEPARTMENT OF HEALTH SERVICES REQUEST TO APPOINT  
PATRICK ANDERSON TO THE POSITION OF CHIEF, INFORMATION SYSTEMS,  
HEALTH (UC)**

Consistent with the County's policies on management appointments, the Department of Health Services (DHS) requests authorization to appoint Mr. Patrick Anderson to the position of Chief, Information Systems, Health (UC), at an annual salary of \$175,864 (\$14,655.34 per month), placing him at the top of the salary range, R-16, for this position. This item is vacant and funded in the Department's Fiscal Year 2005-06 Final Budget.

This position will serve as the Chief Information Officer for DHS. The primary duties of this position are: directing the planning, design, coordination, development, implementation and maintenance of department-wide automated information systems; establishing policy and making decisions for the department regarding resource allocation and future direction and control of proposed information systems; directing the activities of the DHS Information Resource Management (IRM) Division; ensuring the continuous delivery and operation of integrated clinical and administrative information systems through management of multiple information and communication systems and projects including voice, data, imaging, and office automation; and leading the department in developing and implementing information technology initiatives that improve cost effectiveness and health care service delivery.

The Department indicates that Mr. Anderson has over 20 years of experience and knowledge in information technology and services, including 9 years of executive-level information technology experience in the healthcare industry. Documentation from DHS, including a copy of Mr. Anderson's resume, is attached. He is currently employed

Each Supervisor  
May 25, 2006  
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by United Health Group and manages an operating budget of more than \$100 million, with direct and indirect oversight of 500 employees. In this capacity, he has accomplished a reduction of the firm's applications portfolio from 300 to 100; implemented a data and call center consolidation resulting in annual savings of \$14 million and implemented change standards and quality improvements that increased server availability service levels by 10 percent. Furthermore, Mr. Anderson is a Certified Professional in Healthcare Information Management Systems (CPHIMS), serves on the Regional Advisory Council, American College of Healthcare Executives, and a major contributor to the Hospital Association of Southern California Process Improvement Committee.

The Department indicates that salary placement for Mr. Anderson at the top of Range 16 would be consistent with the level of experience and knowledge that Mr. Anderson brings to this position, and is slightly less than his current salary. Based on the information provided by DHS regarding Mr. Anderson's experience and qualifications, we concur with their request to appoint him to the position of Chief, Information Systems, Health (UC) at the requested salary.

In accordance with the policy on managerial appointments, unless our office is informed otherwise from your offices by June 2, 2006, we will advise DHS that authorization has been granted to proceed with Mr. Anderson's appointment to Chief of Information Systems for the Department of Health Services at an annual salary of \$175,864, effective June 5, 2006.

If you have any questions or concerns regarding this appointment, please call me or your staff may contact Latisha Thompson of this office at (213) 974-1157.

DEJ:SRH:DL  
SAS:LT:bjs

Attachment

c: Executive Officer, Board of Supervisors  
Director of Health Services  
Director of Personnel

# MANAGEMENT APPOINTMENT REQUEST

**Candidate Name:** Patrick Anderson

(Check one)

**NEW HIRE:** X

**Employee No.:** N/A  
**PROMOTION:**

## FACILITY/PROGRAM

**Provide organization chart & highlight the position – Attach electronic copy of organization chart**  
**See Attached**

**Describe where the position fits into the management organizational structure:**

This position will function as the Chief of Information Systems for the Department of Health Services and will report directly to the Chief Deputy.

**Describe the duties and responsibilities which reflect the scope and complexity of the position:**

This position directs the activities of the DHS Information Resource Management (IRM) Division and is responsible for directing the planning, design, coordination, development, implementation and maintenance of department-wide automated information systems. This position will have responsibility for establishing policy and making decision for the department regarding resource allocation and future direction and control of proposed information systems. As the Chief of Information Systems, this position will ensure the continuous delivery and operation of integrated clinical and administrative information systems through management of multiple information and communication systems and projects including voice, data, imaging, and office automation. In addition, this position will lead the department in developing and implementing information technology initiatives that improve cost effectiveness and health care service delivery. The following is a summary of the primary duties:

- Plans, organizes, assigns, directs and evaluates the work of the DHS Information System Organization.
- Defines long-range automated information systems requirements and coordinates departmental input and recommends information system needs, priorities, plans, policies and procedures to departmental management.
- Analyzes and assesses current and proposed plans; and oversees and manages the development, design, implementation and maintenance of automated information systems to ensure achievement of strategic, long-range, departmental information requirements and needs; integrates long-range information system plans into overall strategic departmental plans.
- Directs the development and maintenance of enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of the department's health care information systems.
- Develops and maintains IT policies and standards relating to the acquisition, implementation and operation of information technology and communication systems ensuring the integrity, security and privacy of information is maintained.
- Directs the development and preparation of the DHS automated information systems budget for inclusion into the overall DHS budget.
- Consults with departmental managers and users to identify system integration and modification needs and equipment requirements and develops plans to meet departmental needs.
- Confers with DHS Senior Staff, Office of the Chief of Information Officer, Chief Administrative Office, other County departments, State and Federal officials regarding implementation and maintenance of information systems necessary to meet mandated data, information and reporting requirements.
- Advises and informs departmental management of existing and future IT issues and trends and their impact on current and proposed DHS information systems.
- Represents DHS on countywide information systems committees and task forces involved with the development of large scale automated information systems.

**Indicate the candidate's unique qualifications, special skills or abilities, work background or experience, etc.:**

Mr. Anderson has extensive experience in managing technology operations, implementing projects for health care organizations, meeting state regulatory agency requirements, and developing standards of architecture for several domains, such as, voice and data networks, servers, desktops, SDLC for small and large systems, etc.

He is currently employed with United Health Group and manages an operating budget of more than \$100 million, with direct and indirect oversight of 500 employees. In this capacity, he has accomplished a reduction of the firm's applications portfolio from 300 to 100—achieved on time and under budget; implemented data and call center consolidation resulting in annual savings of \$14 million; standardized technical architecture for server, desktop, and network domains resulting in reduced security management, administration, and technology refresh efforts; and implemented change standards and quality improvements that increased server availability service levels by 10 percent.

Mr. Anderson previously worked at HealthNet in Irvine, California, where he served three years as Vice President, Information Technology over Employer and Occupational Services. This position entailed enterprise technology management for corporate and three subsidiaries, including managing a staff of 100 analysts and engineers. During his tenure, the division realized growth averaging 200 percent each year due to sales force automation and operational efficiencies, including designing and implementing new core application resulting in annual labor savings of \$8 million, as well as design and implementation of e-commerce systems replacing labor-intensive customer service processes, resulting in annual savings of \$2 million.

Over the past nine years, the Major systems implemented by Mr. Anderson have been audited by state regulatory agencies and the systems' integrity and processes were found to be successful. These audits included reviews of hospital case management systems and billion dollar claim processing systems utilized by thousands of end users.

Mr. Anderson is expert at developing standards of architecture in various domains that are critical success factors for managing geographically dispersed IT operations. To ensure maintainability in several domains, such as voice and data networks, servers, desktops, SDLC for small and large systems, and overall change control and problem management, industry SDLC and ITIL standards for application development and infrastructure are utilized. Mr. Anderson has successfully moved projects forward within structured system methods that require passing through gate checks. These evidence based gates require prerequisites to be completed, including compatibility of architecture review for all domains, financial review, proof of concepts success, integration points review, and SDLC compliance.

Mr. Anderson's professional work background in IT includes performing as a Consultant-Chief Information Officer with Computer Outsourcing Services, Inc., as Director of Manufacturing Services for Symbol Technologies, and as National Operations Manager, Information Services – Exposition Services Division for Greyhound Corporation. He is a Certified Professional, Healthcare Information Management Systems (CPHIMS), serves on the Regional Advisory Council, American College of Healthcare Executives, and is a major contributor to the Hospital Association of Southern California Process Improvement Committee – Working with payors and providers developing process improvement through technology.

**Provide the candidate's résumé or curriculum vitae – Attach electronic copy**  
**See Attached**

**Identify highest paid subordinate reporting to this position**

**Name:** Paul Fu, M.D.                      **Employee #:**                      **Title:** Chief Physician I, M.D.  
**Calculated Monthly Salary:** \$10,883.89    **Calculated Annual Salary:** \$130,606.68    **Salary Level:** M07/Step 5

**Identify management position above the position requested**

**Name:** John Cochran                      **Employee #:**                      **Title:** Chief Deputy Director, HS  
**Base Monthly Salary:** \$20,500.00    **Annual Salary:** \$246,000.00    **Salary Range:** R17

## **HUMAN RESOURCES**

**Certify that the position is vacant and budgeted – Attach Item Control**

**YES** ☒ **NO** ☐

**Verify current salary of the individual for whom the request is being submitted.**

**CURRENT MONTHLY BASE:** \$15,416.67

**Annual Salary:** \$185,000.00

Designate amount of proposed monthly salary based on standard 5.5 increase and/or verify that requested salary is consistent with other managers in the department.

PROPOSED MONTHLY SALARY: \$14,655.34

ANNUAL SALARY: \$175,864

Quartile: R16 - Maximum

Provide listing of all internal equivalent positions within facility/program – *Attach electronic copy*  
See Attached

Verify that candidate is listed on the appropriate Certification List and is reachable – *Attach electronic copy*

YES ☒ NO ☐

# PATRICK ANDERSON

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## EDUCATIONAL BACKGROUND

Master of Business Administration - Computer Management - 1988  
National University; San Diego, CA

Bachelor of Science - Business Management - 1985  
University of Nevada; Las Vegas, NV

## CERTIFICATION

Certified Professional in Healthcare Information and Management Systems - Healthcare  
Information and Management Systems Society

## SUMMARY OF EXPERIENCE

2000 to Present	<b>United Health Group</b> (Costa Mesa, CA) <u>Information Technology</u> Director II, Information Technology
1997 to 2000	<b>HealthNet</b> (Irvine, CA) <u>Information Technology</u> <i>Employer and Occupational Services</i> Vice President, Information Technology
1994 to 1997	<b>Computer Outsourcing Services, Inc.</b> (Santa Ana, CA) <u>Information Technology</u> Consultant - Chief Information Officer
1989 to 1994	<b>Symbol Technologies</b> (Costa Mesa, CA) <u>Information Services</u> <i>Portable Systems Division</i> Director of Manufacturing Systems
1985 to 1989	<b>Greyhound Corporation</b> (Las Vegas, NV) <u>Information Services</u> <i>Exposition Services Division</i> National Operations Manager

## COMPENSATION

Mr. Anderson reports a current base salary of \$185,000, plus a full benefits package.

# Patrick Anderson

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## EDUCATIONAL BACKGROUND

Master of Business Administration - Computer Management - 1988  
National University; San Diego, CA

Bachelor of Science - Business Management - 1985  
University of Nevada; Las Vegas, NV

## CERTIFICATION

Certified Professional in Healthcare Information and Management Systems -  
Healthcare Information and Management Systems Society

## SUMMARY OF EXPERIENCE

2000 to Present

**United Health Group** (Costa Mesa, CA)  
Information Technology  
Director II, Information Technology

Responsible for technology operations and strategic application solutions for five companies with 7,000 end users exceeding \$5 billion in annual revenue. Manage a staff of 125 analysts and engineers with an operating budget of \$150 million. Accomplishments include:

- Reduced application portfolio from 300 to 100 while delivering new applications on time, bug free, and under budget.
- Data center and call center consolidations resulting in annual savings of \$14 million.
- Standardized technical architecture for server, desktop, and network domains resulting in reduced security management, administration, and technology refresh efforts.
- Change standards and quality improvements increased server availability service levels by 10%
- Developed operations outsourcing arrangements resulting in annual savings of \$12 million.
- Successfully migrated legacy applications to wireless resulting in annual savings of \$2million.

1997 to 2000

**HealthNet** (Irvine, CA)  
Information Technology

*Employer and Occupational Services*  
Vice President, Information Technology

Enterprise technology management for corporate and three subsidiaries. This division realized growth averaging 200 percent each year due to sales force automation and operational excellence. Applications and infrastructure requirements changed quickly to meet the demands of the business. Managed a staff of 100 analysts and engineers with an operating budget of \$50 million.

- Designed and implemented new core application resulting in annual labor savings of \$8 million.
- Design and implementation of e-commerce systems replacing labor intensive customer service processes, resulting in annual savings of \$2 million.
- Consolidated data centers and re-engineered wide area network resulting in a high availability infrastructure that is scalable while reducing annual operating expense by \$2million.

1994 to 1997

**Computer Outsourcing Services, Inc. (Santa Ana, CA)**  
Information Technology  
Consultant - Chief Information Officer

Consulting Practice Manager for multiple engagements. Enterprise technology and operations management for New England Data Systems (NEDS) and PayUSA Payroll and Tax Services. Managed day to day operations of two technology service companies.

- Implemented software development standards and eliminated software bugs by 50%.
- Revenue increase by 100% each year due to new technical product offerings.
- Consolidated data centers resulting in annual labor and facility savings of \$2 million.
- Merged 3 companies to one platform/I.T. team resulting in annual savings of \$4 million.

1989 to 1994

**Symbol Technologies (Costa Mesa, CA)**  
Information Services  
*Portable Systems Division*  
Director of Manufacturing Systems

Technology Manager for international company providing laser and wireless devices. Company encountered significant growth during this period.

- Implemented ERP system to manage financials and manufacturing.
- Consolidated East and West Coast factory shop floors and

data centers resulting in annual labor savings in excess of \$10 million.

- Designed and implement call center automation supporting 25,000 clients resulting in annual support labor savings of \$2 million.

- Implemented international connectivity and automation of 100 sales and service offices on 6 continents resulting in substantial performance of product to market.

1985 to 1989

**Greyhound Corporation** (Las Vegas, NV)

Information Services

*Exposition Services Division*

National Operations Manager

Began in software development and was promoted to manager. Full time graduate student during this period.

#### OTHER QUALIFICATIONS

- I.T. Instructor, Development Methodologies and Management-University of Phoenix, 1997 - 2005

- Regional Advisory Council, American College of Healthcare Executives,

- Certified Professional, Healthcare Information Management Systems – CPHIMS

- Major contributor – Hospital Association of Southern California Process Improvement Committee – Working with payors and providers developing business process improvement through technology.

- Board of Directors, Blind Children's Learning Center, Santa Ana, CA,

#### COMPENSATION

Mr. Anderson reports a current base salary of \$185,000, plus a full benefits package.



**Health Services**

